

VA's Performance Scorecard for FY 2002

Strategic Goal	Performance Measure	Was the Goal Achieved?		Performance Goal	Actual	Improved from FY 2001?
		Yes	No			
Restore the capability of veterans with disabilities to the greatest extent possible, and improve the quality of their lives and that of their families	Proportion of discharges from SCI center bed sections to non-institutional settings (pp. 46 - 47)	✓		95%	97%	No
	Compensation and pension rating-related actions - average days to process (pp. 48 -53)		✓	208	223	No
	National accuracy rate for core rating work (pp. 48 - 53)		✓	85%	80%	Yes
	Vocational rehabilitation and employment rehabilitation rate (pp. 54 - 56)		✓	67%	62%	No
Ensure a smooth transition for veterans from active military service to civilian life	Montgomery GI Bill usage rate (pp. 60 - 64)	✓		58%	59%	Yes
	Average days to complete: Original education claims (pp. 60 - 64)	✓		38	34	Yes
	Supplemental education claims (pp. 60 - 64)	✓		21	16	Yes
	Foreclosure avoidance through servicing (FATS) ratio (pp. 65 - 66)	✓		39%	43%	Yes
Honor and serve veterans in life and memorialize them in death for their sacrifices on behalf of the Nation	Chronic Disease Care Index II (pp. 68 - 77)	✓		78%	80%	Yes
	Prevention Index II (pp. 68 - 77)	✓		80%	82%	Yes
	Percent of patients rating VA health care service as very good or excellent: Inpatient (pp. 68 - 77)	✓		66%	70%	Yes
	Outpatient (pp. 68 - 77)	✓		67%	71%	Yes
	Bar Code Medication Administration (BCMA) contingency plan and conduct test of plans annually (pp. 68 - 77)	✓		100%	100%	N/A
	Balanced Scorecard: Quality-Access-Satisfaction-Cost (pp. 68 - 77)	✓		101%	101%	Yes
	Percent of primary care appointments scheduled within 30 days of desired date (pp. 68 - 77)	✓		88%	89%	Yes
	Percent of specialist appointments scheduled within 30 days of desired date (pp. 68 - 77)	✓		85%	86%	Yes
	Percent of patients who report being seen within 20 minutes of scheduled appointment at VA health care facilities (pp. 68 - 77)		✓	70%	65%	Yes
	Average days to process insurance disbursements (pp. 79 - 80)	✓		3.2	2.6	Yes
	Percent of veterans served by a burial option within a reasonable distance (75 miles) of their residence (pp. 81 - 85)	✓		73.9%	73.9%	Yes
	Percent of respondents who rate the quality of service provided by the national cemeteries as excellent (pp. 81 - 85)		✓	93%	91%	No
	Percent of graves in national cemeteries marked within 60 days of interment (pp. 86 - 87)			Baseline	49%	N/A
Contribute to the public health, emergency management, socioeconomic well-being, and history of the Nation	Institutional Review Board compliance with National Committee for Quality Assurance accreditation and maintenance, as appropriate, of AAALAC or NRC accreditation or certification (pp. 91 - 93)	✓		10%	15%	Yes
	Percent of respondents who rate national cemetery appearance as excellent (pp. 96 - 98)	✓		96%	97%	Yes